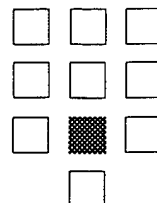Exhibit C

Netergy Advanced Telephony System

Netergy Switchboard

Flexible, efficient switchboard operations are a key part of any PBX solution. The Netergy™ Switchboard software is the revolutionary new attendant interface for the Netergy Advanced Telephony System (ATS). Switchboard uses the graphical power of a personal computer to let attendants manage incoming calls to an enterprise with point-and-click ease. Switchboard provides caller ID for multiple incoming calls, extension status, two-click call transfers, corporate voice mailbox management and multi-attendant support, all with a graphical interface that minimizes training and improves attendant productivity.

The Netergy Switchboard interface is divided into three regions: the Active Call area, the Directory Area and the Corporate Mailbox area. The juxtaposition of these three areas allows the attendant to easily link incoming calls to directory listings and forward voice messages in the corporate mailbox to staff, again using the directory. In addition, the interface provides tabs for setting preferences and managing moves, adds and changes.

Incoming Call Management

The Active Call area shows the name or phone number of the caller using Caller ID or the corporate database. The attendant answers a call by simply clicking on it. To transfer a call, the attendant double clicks on a name or hunt group on the corporate phone list – that's it. The attendant can also announce the caller or put the caller on directed hold (if the target's phone is busy). Transferred calls that have been answered or sent to voicemail disappear from the Active Call area. Calls on hold appear in the directed hold portion of the Active Call area and ring back if the wait time is excessive.

Corporate Phone Lists

In addition to providing a mechanism for transferring incoming calls, the corporate phone list gives the status of each extension, including busy and do not disturb indications. The list includes hunt groups by name. Because hunt groups are identified by name (instead of a number) and are easy to set up, they can be used as aliases for the extensions in a department, such as purchasing, investor relations or accounts payable. Aliases reduce attendant training requirements and improve consistency, ensuring that callers are transferred to the correct department.

Corporate Voicemail Control

Switchboard includes the controls for the corporate voice mailbox, allowing the attendant to swiftly review messages and dispatch them to the appropriate employee or department. Switchboard lets attendants listen to messages in any order, identify callers using Caller ID, adjust playback speed, and rewind or advance messages during playback. Heard or forwarded messages automatically decay over a period of two hours, disappearing unless the attendant locks them, making maintenance a snap.

Call Control Features
- Caller ID
- Hold/retrieve call
- Originate/terminate call
- Transfer call (announced, unannounced, voicemail, directed hold)
- Multi-way conferencing

Phone Management Features
- Distinctive ringing
- Message waiting
- Night mode
- Speed dial (programmable per attendant)
- Volume control

Phone List Features
- Extension status (DND, busy, call holding)
- Local directory
- Name and extension

Voicemail Management
(requires Netergy Voicemail Module)
- Auto message decay
- Caller identification
- Playback advance and rewind buttons
- Random message access
- Two-click forwarding
- Variable playback speed

Netergy Switchboard Platform Requirements
Operating system
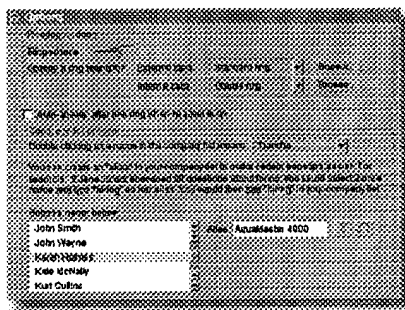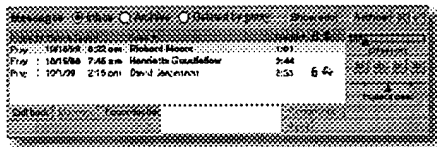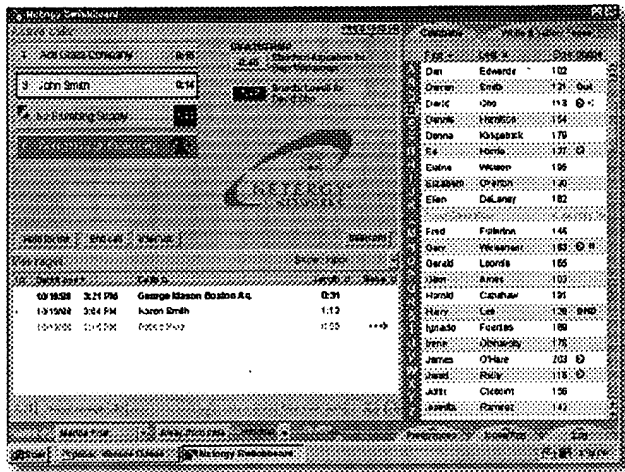- Windows 95, 98, NT, 2000
- MacOS X

Memory
- 64 Mb

Free disk space
- 200 Mb

LAN connectivity
- 10/100Base-T connection

Multiple Attendant Capability

If call volume mandates multiple attendants, Switchboard makes it easy. When two Switchboards are active, the iPBX Server Software automatically distributes calls between the two stations. If a call goes unanswered for too long on one station, it is automatically shifted to the other one. Aging directed holds are handled the same way. Logging out of a Switchboard station causes calls to be routed to the active station.

Simple Configuration

The Switchboard Preferences tab lets attendants configure the Netergy ATS for night operation, record or select voicemail greetings, set speed dials, and so on. If allowed by the system administrator, the attendant can even perform moves and changes, assigning users to new or different extensions. After all, who is more in tune with employee changes than the attendant, and Switchboard makes moves and changes point-and-click easy.